



## QueuePilot is the simple solution for professional call queue management.

QueuePilot brings transparency and efficiency straight into Microsoft Teams. With a clear dashboard, you can instantly see how many callers are waiting, which agents are available, and how your service quality is evolving. The intelligent call journal neatly summarizes all callers and enables direct callbacks from the app. For management, the web portal provides detailed analytics on service levels, call volumes, and agent activity.

### Use Cases

- Real-time visibility into call queues, agent availability, and workload - directly inside Microsoft Teams, without Teams Premium.
- Efficient follow-up on missed or abandoned calls through a consolidated, group-based call journal.
- Improved team coordination and service quality with shared callback status and KPI insights.

### Features

- Live dashboard for agents with service level, queue status, and agent presence information.
- Intelligent call journal that consolidates callers and displays callback status for the entire team.
- Advanced analytics in the web portal, including trends, call distribution, missed vs. answered calls, and agent login reporting..

### User love aurenz QueuePilot

- 90% customer satisfaction
- 40.000 aurenz customers
- Aurenz is a reliable partner since 1983

### Get started today!

- Order the SaaS in the Microsoft AppSource Marketplace
- The onboarding process is only a few clicks
- No on-site installation required

Any questions? Please contact us: [info@auenz.de](mailto:info@auenz.de)